**APPLY WORK ETHICS AND PRACTICES LEVEL 5**  
**UNIT CODE: MED/OS/BC/03/5/B**  
**September / December 2024 series**

**Time: 2 hours**

**INSTRUCTIONS TO CANDIDATE**  
i. This paper consists of TWO (2) sections: A and B  
ii. Marks for each question are indicated  
iii. The candidate is required to provide their responses in the answer booklet.  
This paper consists of THREE printed pages  
Candidates should check the question paper to ascertain that all pages are printed as indicated and that no questions are missing.

**SECTION A: (40 Marks)**

1. **Self-Management Skills** (10 Marks)  
   a. Define self-management skills and explain their importance in a healthcare service setting.  
   b. Provide an example of how you can apply self-management skills in your role as a healthcare practitioner.
2. **Promoting Ethical Practices** (10 Marks)  
   a. Discuss the significance of ethical practices in healthcare services and how they impact patient care.  
   b. Describe a situation where you were required to promote ethical values within a healthcare team.
3. **Teamwork** (10 Marks)  
   a. Explain the benefits of teamwork in delivering patient care in a healthcare setting.  
   b. Provide an example of how you have contributed to a successful team effort in your workplace.
4. **Professional and Personal Development** (10 Marks)  
   a. What methods can healthcare professionals employ to maintain their professional and personal development?  
   b. Discuss the role of continuous professional development in providing high-quality healthcare.

**SECTION B: (60 Marks)**

1. **Problem-Solving Skills** (15 Marks)  
   a. Describe a problem you encountered in a healthcare setting and outline the steps you took to resolve it.  
   b. Discuss the importance of problem-solving skills in ensuring patient safety and quality care.
2. **Identifying Customer Needs** (15 Marks)  
   a. Explain how understanding customer (patient) needs based on their characteristics can enhance healthcare delivery.  
   b. Provide an example of how you have identified and addressed a specific need of a patient in your care.
3. **Customer Feedback** (15 Marks)  
   a. Discuss the role of customer feedback in improving healthcare services.  
   b. Describe a situation where you utilized customer feedback to enhance a service or practice in accordance with organizational policies.
4. **Case Study Analysis** (15 Marks)  
   a. You are working in a healthcare facility where patient satisfaction scores have dropped significantly. Analyze the possible reasons for this decline, considering various factors such as team dynamics, ethical practices, and customer needs.  
   b. Propose a strategy to improve patient satisfaction while adhering to organizational values and ethical practices.

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**SECTION A: (40 Marks)**

1. **Self-Management Skills** (4 Marks)  
   a. Define self-management skills and list three examples of how they can be applied in a healthcare setting.
2. **Ethical Practices** (4 Marks)  
   a. What are the key ethical principles in healthcare? Provide two examples of how these principles can guide decision-making in practice.
3. **Promoting Teamwork** (4 Marks)  
   a. Describe the role of teamwork in enhancing patient care and provide one example of how effective teamwork has improved outcomes in a healthcare context.
4. **Professional and Personal Development** (4 Marks)  
   a. Explain the importance of continuous professional development for healthcare workers and mention two ways it can be achieved.
5. **Problem-Solving Skills** (4 Marks)  
   a. List the steps involved in effective problem-solving in a healthcare environment. Provide a brief explanation of each step.
6. **Identifying Customer Needs** (4 Marks)  
   a. How can healthcare professionals effectively identify the needs of patients from diverse backgrounds? Provide two strategies.
7. **Providing Customer Feedback** (4 Marks)  
   a. Discuss the importance of customer feedback in healthcare. How should healthcare professionals respond to feedback in line with organizational policies?
8. **Workplace Assignments** (4 Marks)  
   a. Discuss how workplace assignments can facilitate learning and growth in a healthcare setting. Provide an example of an assignment that promotes professional development.

**SECTION B: (60 Marks)**

1. **Case Study Analysis** (30 Marks)  
   a. In a healthcare facility, a significant number of patients have reported dissatisfaction with the care they received. Analyze the potential factors that could contribute to this issue, considering aspects such as teamwork, ethical practices, and problem-solving approaches.  
   b. Propose a comprehensive plan that outlines strategies to improve patient satisfaction. Include elements related to enhancing communication, addressing patient needs, and fostering a culture of feedback.
2. **Ethical Dilemma Resolution** (30 Marks)  
   a. Describe a hypothetical scenario in which a healthcare professional faces an ethical dilemma, such as balancing patient confidentiality with the need to share information for safety reasons. Discuss the steps an individual should take to resolve this dilemma.  
   b. Reflect on how the principles of ethical decision-making can be applied to ensure compliance with organizational policies while maintaining trust with patients.